

***Youth Services Survey for Youth
(YSS-Youth) Results***

***Superior Region Summary Report
for the
November 2004 Data Collection Period***

CHILDREN & YOUTH PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

MARCH 2005

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Purpose of this report

The purpose of this report is to provide data on consumer perception of mental health services, as measured by the items from the 21-item Youth Services Survey for Youth (YSS-Youth). This report is a REGIONAL summary of the YSS-Youth (see Attachment A) data that were collected by the California State Department of Mental Health during the November 1-15, 2004 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables reflect aggregated REGIONAL data and highlight the YSS-Youth Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 1-15, 2004, survey period. Results of YSS-Youth consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Youth portion of the survey. **Out of 588 Superior Region YSS-Youth Surveys, a total of 461 had at least one response to the YSS-Youth section.**

TOTAL NUMBER OF SURVEYS SUBMITTED (SUPERIOR REGION)

A total of 588 YSS-Youth Surveys were submitted for the Superior Region.

		Region			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Superior Region	588	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your gender?” – 47.5% identified themselves as Female, 51.9% as Male and 0.7% as Other. Additionally, 6.3% of the consumers did not respond to this item.

		What is your gender?			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	205	44.5	47.5	47.5
	Male	224	48.6	51.9	99.3
	Other	3	.7	.7	100.0
	Total	432	93.7	100.0	
No Response		29	6.3		
Total		461	100.0		

AGE CATEGORY*

For the consumers who responded to the question – “What is your date of birth?” – 10.4% were under age 13, 16.9% were age 13, 15.0% were age 14, 21.7% were age 15, 20.5% were age 16, 11.1% were age 17, 3.4% were age 18-21 and 1.0% were older than 21. Additionally, 10.2% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	43	9.3	10.4	10.4
	13	70	15.2	16.9	27.3
	14	62	13.4	15.0	42.3
	15	90	19.5	21.7	64.0
	16	85	18.4	20.5	84.5
	17	46	10.0	11.1	95.7
	18-21	14	3.0	3.4	99.0
	over 21	4	.9	1.0	100.0
	Total	414	89.8	100.0	
No Response		47	10.2		
Total		461	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 3.9% reported that it was their first visit; 10.8% reported that they had had more than one visit, but that they had received services for less than one month; 12.0% reported having received services for 1-2 months; 12.3% reported having received services for 3-5 months; 23.1% reported receiving services for 6 months to 1 year; and 37.8% reported receiving services for more than one year. Additionally, 27.8% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	13	2.8	3.9	3.9
	> 1 visit, but < one month	36	7.8	10.8	14.7
	1 to 2 months	40	8.7	12.0	26.7
	3 to 5 months	41	8.9	12.3	39.0
	6 months to 1 year	77	16.7	23.1	62.2
	More than 1 year	126	27.3	37.8	100.0
	Total	333	72.2	100.0	
No Response		128	27.8		
Total		461	100.0		

* The Youth surveys are typically provided to youth between the ages of 13 and 17 as well as to some transition age youth up to age 21 who continue to be served by the “Children’s System.” The table reflects that DMH received “youth” surveys from consumers younger than 13 and older than 21 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or many have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

MEXICAN / HISPANIC / LATINO ORIGIN

On the YSS-Youth Survey, 15.6% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	296	64.2	64.2	64.2
	Yes	72	15.6	15.6	79.8
	Unknown	93	20.2	20.2	100.0
	Total	461	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

On the YSS-Youth Survey, 67.7% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	149	32.3	32.3	32.3
	Yes	312	67.7	67.7	100.0
	Total	461	100.0	100.0	

On the YSS-Youth Survey, 3.7% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	444	96.3	96.3	96.3
	Yes	17	3.7	3.7	100.0
	Total	461	100.0	100.0	

On the YSS-Youth Survey, 1.5% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	454	98.5	98.5	98.5
	Yes	7	1.5	1.5	100.0
	Total	461	100.0	100.0	

On the YSS-Youth Survey, 20.2% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	368	79.8	79.8	79.8
	Yes	93	20.2	20.2	100.0
	Total	461	100.0	100.0	

On the YSS-Youth Survey, 2.4% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	450	97.6	97.6	97.6
	Yes	11	2.4	2.4	100.0
	Total	461	100.0	100.0	

On the YSS-Youth Survey, 11.7% of the consumers identified themselves as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	407	88.3	88.3	88.3
	Yes	54	11.7	11.7	100.0
	Total	461	100.0	100.0	

On the YSS-Youth Survey, 3.3% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	446	96.7	96.7	96.7
	Yes	15	3.3	3.3	100.0
	Total	461	100.0	100.0	

LANGUAGE OF SURVEY

On the YSS-Youth Survey, 100.0% of the consumers responded using the English version of the YSS-Youth Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	461	100.0	100.0	100.0

PREFERRED LANGUAGE

On the YSS-Youth Survey, 96.2% of the consumers responded that the services they received were provided in the language they preferred and 94.0% responded that written information was available in their preferred language. Additionally, 7.8% and 9.5% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	3.5	3.8	3.8
	Yes	409	88.7	96.2	100.0
	Total	425	92.2	100.0	
No Response		36	7.8		
Total		461	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	5.4	6.0	6.0
	Yes	392	85.0	94.0	100.0
	Total	417	90.5	100.0	
No Response		44	9.5		
Total		461	100.0		

JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the November 2004 survey period, 92.5% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 7.6% of the consumers did not respond to this item.

In the past MONTH, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	394	85.5	92.5	92.5
	1 arrest	20	4.3	4.7	97.2
	2 arrests	5	1.1	1.2	98.4
	3 arrests	4	.9	.9	99.3
	4 or more arrests	3	.7	.7	100.0
	Total	426	92.4	100.0	
	No Response	35	7.6		
Total		461	100.0		

SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 43.5% indicated 1 day or less, 12.6% indicated 2 days, 14.0% indicated 3-5 days, 6.7% indicated 6-10 days, 5.1% indicated more than 10 days, 11.2% did not remember and 7.0% indicated that the question did not apply to them or that they were not in school. Additionally, 6.7% of the consumers did not respond to this item.

How often were you absent from school during the past MONTH?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	187	40.6	43.5	43.5
	2 days	54	11.7	12.6	56.0
	3-5 days	60	13.0	14.0	70.0
	6-10 days	29	6.3	6.7	76.7
	More than 10 days	22	4.8	5.1	81.9
	Do not remember	48	10.4	11.2	93.0
	Not Applicable / Not In School	30	6.5	7.0	100.0
	Total	430	93.3	100.0	
	No Response	31	6.7		
Total		461	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

For the November 2004 survey period, 59.7% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	186	40.3	40.3	40.3
	Yes	275	59.7	59.7	100.0
	Total	461	100.0	100.0	

For the November 2004 survey period, 3.3% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	446	96.7	96.7	96.7
	Yes	15	3.3	3.3	100.0
	Total	461	100.0	100.0	

For the November 2004 survey period, 1.5% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	454	98.5	98.5	98.5
	Yes	7	1.5	1.5	100.0
	Total	461	100.0	100.0	

For the November 2004 survey period, 11.5% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	408	88.5	88.5	88.5
	Yes	53	11.5	11.5	100.0
	Total	461	100.0	100.0	

For the November 2004 survey period, 1.1% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	456	98.9	98.9	98.9
	Yes	5	1.1	1.1	100.0
	Total	461	100.0	100.0	

For the November 2004 survey period, 10.4% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	413	89.6	89.6	89.6
	Yes	48	10.4	10.4	100.0
	Total	461	100.0	100.0	

For the November 2004 survey period, 6.7% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	430	93.3	93.3	93.3
	Yes	31	6.7	6.7	100.0
	Total	461	100.0	100.0	

For the November 2004 survey period, 5.0% of the consumers responded that someone else helped them complete the YSS-Youth Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	438	95.0	95.0	95.0
	Yes	23	5.0	5.0	100.0
	Total	461	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (if applicable)

Out of 588 surveys received, 7 (1.2%) were not completed by the consumers. County staff were expected to complete a "Reason" item if a consumer who met the criteria for the target population did not complete a YSS-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 35.8% of the consumers were reported to have Refused the survey, 2.5% were reported to have had an Impairment, 1.7% did not have a survey available in their Language and 60.0% were marked as having an "Other" reason for non-completion. Additionally, 5.5% of the YSS-Youth Surveys that were not completed did not have a "Reason" response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	43	33.9	35.8	35.8
	Impairment	3	2.4	2.5	38.3
	Language	2	1.6	1.7	40.0
	Other	72	56.7	60.0	100.0
	Total	120	94.5	100.0	
No Response		7	5.5		
Total		127	100.0		

Youth Services Survey for Youth (YSS-Youth)

Summary Report

About the Youth Services Survey for Youth (YSS-Youth)

The YSS-Youth is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Youth was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), and included the direct assistance and feedback of consumers, their families, and mental health advocates. The YSS-Youth is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Youth represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Youth provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Youth portion of the November 2004 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of YSS-Youth averages and YSS-Youth subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those YSS-Youth Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are highlighted in yellow.

The average scores for each of the YSS-Youth subscales are reported below.

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 19.6% reported that they were Very Satisfied, 49.3% reported they were Satisfied, 20.9% were Neutral, 5.4% were Somewhat Dissatisfied and 4.7% were Dissatisfied. Additionally, for 3.7% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	21	4.6	4.7	4.7
	Somewhat Dissatisfied	24	5.2	5.4	10.1
	Neutral	93	20.2	20.9	31.1
	Satisfied	219	47.5	49.3	80.4
	Very Satisfied	87	18.9	19.6	100.0
	Total	444	96.3	100.0	
No Response		17	3.7		
Total		461	100.0		

PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 32.5% reported that they were Very Satisfied, 48.6% reported they were Satisfied, 14.2% were Neutral, 2.8% were Somewhat Dissatisfied and 1.9% were Dissatisfied. Additionally, for 8.0% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Cultural Sensitivity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	8	1.7	1.9	1.9
	Somewhat Dissatisfied	12	2.6	2.8	4.7
	Neutral	60	13.0	14.2	18.9
	Satisfied	206	44.7	48.6	67.5
	Very Satisfied	138	29.9	32.5	100.0
	Total	424	92.0	100.0	
No Response		37	8.0		
Total		461	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation of Treatment Planning” subscale, 16.2% reported that they were Very Satisfied, 50.9% reported they were Satisfied, 23.4% were Neutral, 6.3% were Somewhat Dissatisfied and 3.2% were Dissatisfied. Additionally, for 3.7% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	14	3.0	3.2	3.2
	Somewhat Dissatisfied	28	6.1	6.3	9.5
	Neutral	104	22.6	23.4	32.9
	Satisfied	226	49.0	50.9	83.8
	Very Satisfied	72	15.6	16.2	100.0
	Total	444	96.3	100.0	
No Response		17	3.7		
Total		461	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 13.2% reported that they were Very Satisfied, 49.3% reported they were Satisfied, 28.8% were Neutral, 6.3% were Somewhat Dissatisfied and 2.5% were Dissatisfied. Additionally, for 2.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	11	2.4	2.5	2.5
	Somewhat Dissatisfied	28	6.1	6.3	8.7
	Neutral	129	28.0	28.8	37.5
	Satisfied	221	47.9	49.3	86.8
	Very Satisfied	59	12.8	13.2	100.0
	Total	448	97.2	100.0	
No Response		13	2.8		
Total		461	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 23.2% reported that they were Very Satisfied, 51.0% reported they were Satisfied, 18.5% were Neutral, 3.6% were Somewhat Dissatisfied and 3.8% were Dissatisfied. Additionally, for 2.6% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	17	3.7	3.8	3.8
	Somewhat Dissatisfied	16	3.5	3.6	7.3
	Neutral	83	18.0	18.5	25.8
	Satisfied	229	49.7	51.0	76.8
	Very Satisfied	104	22.6	23.2	100.0
	Total	449	97.4	100.0	
No Response		12	2.6		
Total		461	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 3.88; 444 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.12; 424 responses), Participation in Treatment Planning (indicated by a subscale score of 3.74; 444 responses), Outcomes (indicated by a subscale score of 3.70; 448 responses) and services generally (General Satisfaction; indicated by a subscale score of 3.92; 449 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	444	1.00	5.00	3.88	.94
Average: Perception of Cultural Sensitivity	424	1.00	5.00	4.12	.81
Average: Perception of Participation in Treatment Planning	444	1.00	5.00	3.74	.88
Average: Outcomes	448	1.00	5.00	3.70	.83
Average: General Satisfaction	449	1.00	5.00	3.92	.85
Valid N (listwise)	393				



YOUTH SERVICES SURVEY* (YSS)

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** **EXAMPLE:** Correct ● Incorrect ✗

Please answer the following questions based on the **last 6 months** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

**START
HERE**



Approximately, how long have you received services here?

- ☐ This is my first visit here. ☐ 1 - 2 Months ☐ More than 1 year
☐ I have had more than one visit but I have received services for less than one month. ☐ 3 - 5 Months ☐ 6 months to 1 year

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a result of the services I received:

16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and / or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Please provide comments here and /or on the back of this form, if needed.						

We are interested in both positive and negative feedback.

*Molly Brunk, Ph.D., 1999. This instrument was developed as part of the State Indicator Project funded by the Center for Mental Health Services (CMHS). It was adapted from the Family Satisfaction Questionnaire used with the CMHS Comprehensive Community Mental Services for Children and their Families Program and the MHSIP Consumer Survey.

CONTINUED ON NEXT PAGE...



CSI County Client Number
Must be entered on EVERY page

Y - E N



Please answer the following questions to let us know a little about you.

ENGLISH
Youth Survey

1. What is your gender? ☐ Female ☐ Male ☐ Other
2. Are you of Mexican / Hispanic / Latino origin? ☐ Yes ☐ No ☐ Unknown
3. What is your race? **(Mark all that apply.)**

☐ White / Caucasian
☐ Black / African American
☐ Asian

☐ American Indian / Alaskan Native
☐ Native Hawaiian / Other Pacific Islander
☐ Other

☐ Unknown
4. What is your date of birth? **(Write it in the boxes AND fill in the circles that correspond. See Example.)**

Date of Birth (mm-dd-yyyy)

		-			-				
0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

EXAMPLE: Date of birth on April 30, 1987:

1. Write in your date of birth → **04 - 30 - 1987**

2. Fill in the corresponding circles

		-			-				
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0

5. In the **past MONTH**, how many times have you been arrested for any crimes?

☐ No arrests
 ☐ 1 arrest
 ☐ 2 arrests
 ☐ 3 arrests
 ☐ 4 or more arrests
6. How often were you absent from school during the **last MONTH**?

☐ 1 day or less
☐ 2 days

☐ 3 to 5 days
☐ 6 to 10 days

☐ More than 10 days
☐ Not applicable / Not in school

☐ Do not remember
7. Were the services you received provided in the language you prefer? ☐ Yes ☐ No
8. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ☐ Yes ☐ No
9. Please identify who helped you complete any part of this survey **(Mark all that apply)**:

☐ I did not need any help.
☐ A mental health advocate / volunteer helped me.
☐ Another mental health consumer helped me.
☐ A member of my family helped me.

☐ A professional interviewer helped me.
☐ My clinician / case manager helped me.
☐ A staff member other than my clinician or case manager helped me.
☐ Someone else helped me. Who?: _____

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:

- -

Reason (if applicable):

Ref ☐ Imp ☐ Lan ☐ Oth ☐

Make sure the same CSI County Client Number is written on all pages of this survey.

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CSI County Client Number
Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

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